

## Retail Market Review Response

I understand that energy suppliers are keen to encourage customers to pay by direct debit as it reduces their costs considerably - as well as tying you into their supply. I accept that payment by DD should be at a discount to other methods of payment such as quarterly bills. What I am not happy about is for example N power dual fuel where there is a £100 discount applied once a year.

This anniversary rarely coincides with the anniversary of your particular plan or a price rise. You are therefore stuck. Do you stay with the supplier or move to a cheaper supplier and lose the bonus - which could be only just short of the year.

I think comparison sites are somewhat misleading by including this type of bonus in their comparisons.

I would rather the bonus was applied to each monthly direct debit

Regards

[REDACTED]